

# DOLIR REVIEW

November 2002

Published by the Office of Public Affairs

Volume 5, Number 9

## Department Employees Recognized for Work on Workers' Comp Renovation Project

More than 20 department employees from the Division of Workers' Compensation, Information Systems, Administration, DOLIR Director's Office, Missouri Commission on Human Rights and the Governor's Council on Disability were recognized September 30, 2002 for their contributions to the successful completion of recent major renovations made to the Division of Workers' Compensation's offices in the DOLIR building on Truman Boulevard in Jefferson City.

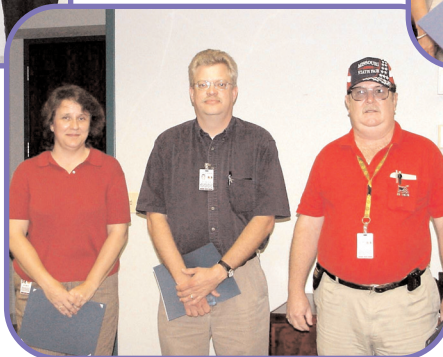
From initial design to completion, the renovations took nearly two years to complete, but actual construction was done in a period of less than two months, on time and within budget.



*Janet Farley, Information Systems; Roselyn Wood, Division of Workers' Compensation; Debbie Troesser, Division of Workers' Compensation; and Leslie Shoop, Office of Administration-Facilities Management, received special recognition for their roles in the successful renovation project.*



*Some of the employees recognized for their work on recent renovations in the Division of Workers' Compensation are (from left): Karla Hogg, DOLIR Director's Office; Beth Whaley, Governor's Council on Disability; Amy Barnhouse and Hydi Godsey, Missouri Commission on Human Rights; and Donna Borgmeyer, Governor's Council on Disability.*



*Jackie Duff, Alan Spears and Bernie Bechtel of Information Systems were recognized for their part in the renovation project.*



*Doug Stephan, Larry Groves and Jeff Walz of the Department's Supply section, were also recognized.*

## Inside

Employee Profile – Joetta Eagleburger .....	2
First Annual Cosmic Bowl Raises Money for Kids.....	2
Director's Message .....	3
DES Employee is a Star on the Softball Field .....	3
Info. Systems Chief Earns Doctorate .....	4
August and September Employees of the Month.....	4
Governor Nominates GCD Director to MTEC.....	4

DES Gets Federal Grant for Online Wage Reporting.....	5
Appeals Section Welcomes New Referees .....	5
Workers' Comp Judges Hold Court .....	6
Procurement Team Wins Missouri Quality Award.....	6
Reflections .....	6
Lifestyles .....	7

## JOETTA EAGLEBURGER

**Title:**  
*Claims Supervisor III*

**Division:**  
*Division of Employment  
Security*

**Section:**  
*Springfield Regional  
Claims Center*

**Location:**  
*Springfield, MO*



# Employee Profile

**Q** *What do you consider the most important thing your program/division does for Missouri citizens?*

**A** We ensure unemployed workers get compensated in a timely manner.

**Q** *How does what you personally do in your job help or affect Missouri citizens?*

**A** It is my job to train and provide support to the technicians who are filing and administering all types of claims for the citizens of Missouri. I also provide information and assistance to both employers and claimants.

**Q** *How do you think what you do could be improved or changed to better serve Missourians?*

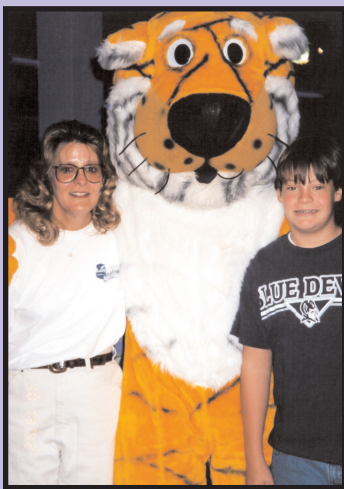
**A** The Division is moving toward automation, but more staff is needed for assistance that the computer cannot provide.

**Q** *What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?*

**A** The people to whom we provide service are often frustrated, confused and upset. It is our job to ascertain what their particular situation is and help them understand their rights. It is very gratifying to see the benefits checks go out and to hear their sincere words of thanks for assisting them, even when the results do not go in their favor.

## First Annual Cosmic Bowl Raises Money for Kid's Chance Scholarship Fund

More than 100 bowlers took part in the first annual Cosmic Bowl event held in Jefferson City on October 19, 2002 at West Gate



*From left: Donna Bassman and her son Chris.*

Lanes. Cosmic Bowl is a benefit for Kids' Chance of Missouri, a non-profit organization that provides scholarships for children ages 16-25 whose parents have sustained a serious injury or death in a Missouri work-related accident.

The Division of Workers' Compensation was one of the event's sponsors. Rhonda Forck of the Division of Workers' Compensation and Beth Whaley of the Governor's Council on Disability helped organize the event.

The event was a great success, raising between \$6,000 and \$6,500 for the scholarship fund. Twenty-two teams of bowlers participated.

A silent auction was also held, for items including club box seats to a Rams football game and Cardinals baseball tickets.



*Cosmic Bowl committee members (from left):  
Front row: Michelle Varcho, Amy Frank,  
Melissa Hart, Cora Butler. Second row:  
Naomi Pearson, Beth Whaley, Malana  
Pringle, Truman Allen, Truman the Tiger,  
Rhonda Forck and Kate Lange.*





## DIRECTOR'S MESSAGE

### Welcome Our Youth Cabinet Members

In October Governor Holden announced 45 appointments to his Youth Cabinet, an advisory council made up of young Missourians, to allow them the opportunity to voice their ideas about how to make Missouri a better place. Cabinet members were assigned to departments based on their specific areas of interest.

The idea is to get young people more involved and interested in state and local issues and open up a dialogue between young people and the decision-makers of the state.

The Department of Labor and Industrial Relations is fortunate to be assigned two of these cabinet members, Justin Ormsby and Anna Jinkerson.

Justin and Anna will be working with our executive staff members during their time with us. We view them as true members of the department's executive staff and will involve them in various projects and programs.

Welcome, Justin and Anna. We look forward to your input and ideas.



*Anna Jinkerson and Justin Ormsby.*

*Catherine Shephard*

## DES Employee is a Star on the Softball Field

When Julie Joens isn't working as a contributions technician in the Contributions Section of the Division of Employment Security in Jefferson City, there is a good chance you might find her on the softball field.

Julie loves softball, and played with several different area teams last summer. Although she usually plays third base or shortstop, problems with her right shoulder about halfway through this past season forced her to play catcher or second base.

But changing her field position didn't change her success on the field. This past August, her women's slow pitch softball team entered the Women's Class D state tournament in Jefferson City. Even though the team was new and had not played together before, they went 3 and 2, which was good enough for first place. Spectators Sports Bar and Billiards in Jefferson City sponsored the team.



*Julie's softball team after their win at the regionals last summer. Julie is the third from the left.*

In late August they went to regional playoffs, held in Overland Park, Kansas. There they had an impressive record of 5 and 0 and finished first again. This meant they were eligible to go to the national Class D tournament in Washington State.

"We were ready to book flights," Joens said. But because of the expense and need to take time off from work, they opted instead to jump up a class and play in the Class

C tournament being held in Liberty, Missouri in September. The Class C nationals included teams from Missouri, Kansas, Iowa, North Dakota, South Dakota, Oklahoma, California, Minnesota, Montana, Texas and Alaska.

Because they had moved up a class, the competition proved tougher. The team ended with a record of 1 and 2, good enough to finish 25th out of 44 teams.

"We had a great time and it was wonderful experience," she said. "The fact that all the girls are competitive spirits but like to have fun at the same time made this team a great team to be around, on and off the field."

Joens plans to play softball again next summer, but says she needs to get healthy again first. "I'll need to do some serious rehab on my shoulder during the off season."

## GCD Director Named Member of Missouri Training and Employment Council

Gov. Bob Holden has nominated Robert W. Honan, 37, as a member of the Missouri Training and Employment Council.

Honan serves as the executive director for the Governor's Council on Disability. He formerly served as executive director of Warrensburg Independent Living Services. He earned a bachelor's degree from Westminster College in Fulton, a master's degree from the University of Missouri-Columbia and a master's degree in public administration from the University of Missouri-Kansas City.

The Missouri Training and Employment Council studies and makes recommendations regarding the improvement of the state's job training service delivery network. Such recommendations consider improved federal and state resource use and expanded coordination of state job training and employment activities. The council serves as a forum for public and private sector representation to encourage cooperative uses of training and employment, funding, facilities and staff resources for a more comprehensive and coordinated statewide system.

Honan replaces Michele Ohmes, who resigned.

### *Quote of the Month*

Lead like you would want to be led, and they will follow.

-Anonymous

## Information Systems Chief Earns Doctorate



Jearl E. Reagan I, chief information officer, has been awarded a Doctor of Philosophy in Martial Arts Education. "Massive amounts of research, combined with hard work and creativity have paid off," said Reagan of his new degree.

Dr. Klaus Schumacher, president of the World Martial Arts League, awarded the degree after review of Reagan's doctoral thesis "Comparative Similarities between Non-Traditional Defensive Arts and Military Combative Techniques," on August 24, 2002.

When asked what is next, Reagan says he will start the final phase of his Doctor of Philosophy in Management Information Systems program in the spring of 2003. "That should keep my free time occupied," he said.

## Carol Rice is August Employee of the Month

Carol Rice, executive secretary for the Missouri Commission on Human Rights in Jefferson City has been selected August 2002 Employee of the Month.

Rice provides administrative support for the director of the Missouri Commission of Human Rights, as well as the Commission members. Her co-workers depend on her as an extremely efficient worker who handles a large volume of work with little supervision.

"Carol exemplifies the consummate professional in her interactions with the public, the Commissioners and the staff," they say. "She can be counted on to always be there when we need her."

## Gordon DeBroeck is September Employee of the Month



Gordon DeBroeck, a maintenance supervisor in the Department's Facilities and Maintenance section in Jefferson City, has been selected September 2002 Employee of the Month.

Debroeck was selected for his willingness to assist in major moves within the Division of Employment Security. His nominators noted that Gordon's knowledge and ability to view a project before it takes place help facilitate ultimate construction and moves. "His expertise and overall knowledge of moving people who must continue to work is very much appreciated," they said.

## Division of Employment Security Receives Grant to Create Online Wage Reporting System

The Division of Employment Security has received a \$500,000 grant from the U.S. Department of Labor to create and implement a system that will allow Missouri employers to submit required quarterly wage reports on the Internet.

The grant proposal was written by Saralinda Viggers from UI Programs; Diane Nilges, Cindy Guthrie and Betty Siebeneck from Employer Contributions; and Randy Wilkerson from Information Systems.

Work has already begun on the new system, which will be particularly advantageous to small and medium sized employers who are now filing paper forms each quarter. The system will help cut down on the number of errors in the calculation of contributions owed. And employers will be able to file their reports quicker and easier, helping them avoid penalties for filing late.

The system will also save the Division of Employment Security time and money now spent on paper forms and mail processing.

"This is a project we are very excited about," said Gracia Yancey Backer, director of the Missouri Division of Employment Security. "Online wage reporting is another way we can help make our

services better and more efficient. This will definitely save our employers, and our state government, time and money."

All employers subject to Missouri's unemployment insurance law must file a combined contribution and wage report with the Division of Employment Security each calendar quarter. At present, there are almost 130,000 liable, active employers in Missouri. Currently, employers with fewer than 250 employees now file the reports by sending in paper forms with a check. Employers with more than 249 employees file their reports on magnetic media (computer disk or tape).

With the new system, employers will be able to access a secure web site from any personal computer with Internet access, enter quarterly changes to their report and submit them electronically. In addition to filing wage reports, employers will also be able to use the website to calculate their unemployment taxes due, make contribution payments electronically, submit information concerning changes to their account information, and email questions to the Division's staff.

Division officials expect the system to be operational within a year.

## Appeals Section Welcomes Two New Referees

Richard Craven and Martha Neal have joined the Department's Appeals Section as appeals referees.



Richard Craven previously worked as an independent attorney and a law firm partner in Michigan before returning to Missouri to begin working for the Department this past July. He grew up in the Columbia, MO area and earned his Bachelor of

Science and Juris Doctorate degrees from the University of Missouri-Columbia campus. He has worked in the legal profession since the 1960s.

Martha has been with the Appeals Section since September. Before that she worked for the Division of

Employment Security in Kansas City as a contributions field auditor. She graduated from the University of Missouri-Kansas City's Law School in December 2000 and passed Missouri Bar Exam in the spring of 2001.



Referees conduct hearings and issue written decisions in regular unemployment insurance benefit appeals, appeals involving the tax liability of an employer and in other, special unemployment insurance programs such as the Disaster Unemployment Assistance (DUA) Program, the Trade Readjustment Assistance (TRA) Program, and the Extended Unemployment Compensation Program (EB).



# Worker's Compensation Judges Hold Court at St. Louis Bar Association Luncheon

*By Suzette Carlisle, Division of Workers' Compensation*

A recent "hour of power" luncheon seminar featured worker's compensation judges from across Missouri. Hosted by the Bar Association of Metropolitan St. Louis (BAMSL), judges answered pressing questions from attorneys about recent case law updates, trial techniques and procedures related to the practice of worker's compensation in Missouri. Larry Leip, special assistant to the director of the Division of Workers' Compensation, also participated in the forum. He provided an overview from the administration's point of view. The seminar was moderated by attorneys Bob Evans, a partner with Evans & Dixon and Ken Vuysteke, a partner with Fox and Vuysteke.

The following Division of Workers' Compensation offices were represented: Cape Girardeau, St. Charles, the Division director's office, and St. Louis. A total of 16 panelists participated.

There was a lively discussion about numerous issues, including administrative procedures, standardizing forms and case law interpretation of occupational disease injuries.

This event was the first time a forum has been provided for judges and attorneys to meet and discuss the practice of worker's compensation outside the court. Participants expressed an interest in repeating the seminar in the future. Plans are underway to schedule a follow up seminar for 2003. More information will be provided about the event early next year.



*Participants in the recent forum on workers' compensation, from left to right. First row: Jo Ann Karll, Dineika Walker, Koren Mueller, Margaret Landolt, Kathy Hart and Suzette Carlisle. Second row: Lori Neidel, Michael Moroni, Hope Whitehead, Larry Leip, Linda Wenman, Karla Boresi and Jennifer Schwendemann. Third row: Edwin Kohner, Kevin Dinwiddie and Matthew Vacca.*

## Procurement Team Wins Missouri Quality Award

A group of Department employees has earned the 2002 Missouri Team Quality Award for their work improving the Department's procurement process. This is only the second time in the award's history that it has been won by a state government agency.

The Missouri Team Quality Award is given by the Excellence in Missouri Foundation, a not-for-profit organization that provides professional educational services and organizational assessments that support the pursuit of performance excellence.

The team was able to recommend changes that greatly improved the purchasing process within the department, effecting a 97 percent improvement in the amount of time required for an order to be placed, and greatly simplifying the process, improving efficiency and decreasing costs.



*Team members include, from left: Tammy Cavender, Ken Adams, Lynne Thompson, Kathy Wehmeyer, Terry Old, Juanita Barton and Randy Wilkerson. Not pictured: Robert Crouch.*

## Reflections

Wayne Forkner retired October 31, 2002 after more than 30 years of service to the Department. Forkner worked as an Auditor II in the Kansas City Contributions Field office of the Division of Employment Security.



According to Forkner, the people he has worked with at the Division of Employment Security have had a big influence on him.

"I have come to know a lot of people during my 30 plus years with Employment Security," says Forkner. "Many have influenced me in how I view life and those around me. As an auditor, the job has remained the same, but the way things are done have changed. I know other auditors who have been around for years, will remember the Combination Audit. What a difference between 'then' and 'now.'" He adds, "It has been a great experience. I will miss my fellow workers a lot (for a while), some for a very long time."

# LIFESTYLES

## Retirees from September 2002

### *Division of Employment Security*

**Chester Kearbey**, Unemployment Insurance Auditor II, Contributions Field

**Franklin Wright**, Unemployment Insurance Auditor II, Contributions Field

## New Employees from September 2002

### *Administrative Services*

**Kathleen McDonald**, Computer Information Technologist II, Information Systems

### *Division of Workers' Compensation*

**Bethel Ibarra**, Court Reporter II

**Judy Scott**, Office Support Assistant

**Laura Stickann**, Office Support Assistant

### *Division of Employment Security*

**Susan Ford**, Unemployment Insurance Auditor I, Contributions Field

**Kevin Nichols**, Claims Technician I, Kansas City Regional Claims Center

**Lela Nuessle**, Claims Technician I, Kansas City Regional Claims Center

**Rita O'Dwyer**, Claims Technician I, Jefferson City Regional Claims Center

**Sadie Shipman**, Senior Office Support Assistant, Employer Contributions

**Linda Stine**, Claims Technician I, Kansas City Regional Claims Center

**Christina Veit**, Contributions Deputy, Employer Contributions

### *Governor's Council on Disability*

**Robert Honan**, Executive Director

## Promotions from September 2002

### *Administration*

**Lori A. Orman**, Computer Information Technologist III, Information Systems

**Robin Russell**, Computer Information Technologist II, Information Systems

### *Appeals*

**Martha Neal**, Appeals Referee II

### *Division of Employment Security*

**Beverly Gallagher**, Claims Supervisor III, Jefferson City Regional Claims Center

**Patricia Middaugh**, Senior Office Support Assistant, Employer Contributions

**Desheila Milton**, Contributions Supervisor III, Employer Contributions

**Tami Sweaney**, Contributions Supervisor II, Employer Contributions

**Linda Tichelkamp**, Claims Technician I, Benefits

## Retirees from October 2002

### *Division of Employment Security*

**Richard Forkner**, Unemployment Insurance Auditor II, Contributions Field

**Linda Holland**, Contributions Technician II, Employer Contributions

## New Employees from October 2002

### *Division of Workers' Compensation*

**Dana Bodenschatz**, Court Reporter II

### *Division of Employment Security*

**Gwen Birge**, Office Support Assistant, Employer Contributions

**Stephen Byergo**, Claims Technician I, Jefferson City Regional Claims Center

**Elizabeth Middaugh**, Office Support Assistant, Employer Contributions

**Melissa Holland-Mitchell**, Claims Examiner, Benefits

### *Governor's Council on Disability*

**Jan Baird**, Executive II

## Promotions from October 2002

### *Administration*

**James Brock**, Computer Information Technologist II, Information Systems

**John Spillars**, Computer Information Technologist III, Information Systems

### *Division of Workers' Compensation*

**Renee Slusher**, Division Director

### *Division of Employment Security*

**Janice Banks**, Claims Supervisor III, St. Louis Regional Claims Center

**Robert Barr**, Claims Supervisor II, Jefferson City Regional Claims Center

**Stephanie Brown**, Claims Supervisor II, Benefits

**Wendy Coffman**, Contributions Technician I, Employer Contributions

**Sheila Hicks**, Claims Technician II, Springfield Regional Claims Center

**Peter Hoehn**, Claims Technician II, St. Louis Regional Claims Center

**Jill Ikerd**, Claims Technician II, Springfield Regional Claims Center

**Ruth Jaegers**, Claims Supervisor II, Jefferson City Regional Claims Center

**Denise Kingsley**, Administrative Office Support Assistant, Unemployment Insurance Programs

**Juanita McCowen**, Labor and Industrial Relations Manager, Benefits

**James McKiernan**, Claims Technician II, Kansas City Regional Claims Center

**Mary O'Keefe**, Claims Examiner, Benefits

**Karen Pate**, Administrative Office Support Assistant, Benefits

**Jason Pinkston**, Contributions Technician II, Employer Contributions

**Thomas Pudlowski**, Contributions Technician II, Employer Contributions

**Judie Reifsteck**, Contributions Technician I, Employer Contributions

**Linda Shahangian**, Claims Supervisor II, Benefits

**Patricia Warner**, Claims Technician II, Kansas City Regional Claims Center

**Jeffrey Webb**, Claims Technician II, Kansas City Regional Claims Center

**Denise Williams**, Claims Technician II, Kansas City Regional Claims Center

**Donna Wilson**, Claims Technician II, Springfield Regional Claims Center

**Patricia Wise**, Claims Supervisor II, Jefferson City Regional Claims Center

**Bruce Ziebarth**, Claims Technician II, Jefferson City Regional Claims Center

**DOLIR Review** is produced monthly by the Office of Public Affairs for employees and retirees of the Missouri Department of Labor and Industrial Relations. The articles do not necessarily represent the policies of nor have the endorsement of the Missouri Department of Labor and Industrial Relations. Supervisors, please advise the Office of Public Affairs of any extra copies received, or if any additional copies are needed. **DOLIR Review** may be reprinted with attribution to the Missouri Department of Labor and Industrial Relations, Office of Public Affairs, PO Box 1958, Jefferson City, MO 65102-1958. The Missouri Department of Labor and Industrial Relations is unable to return documents without a self-addressed, stamped envelope.

**Missouri Department of  
Labor and Industrial Relations**

Bob Holden, Governor  
Catherine B. Leapheart, Director  
Joann Lindemann, Editor

**Volunteer Editorial Staff**

Kristy Elisha  
Staci Fowler  
Eric Hallerud  
Jane Massman  
Richard Stickann  
David Strange  
James Walker  
Beth Whaley  
Ken Wilks

©2002 Missouri Department of Labor and Industrial Relations.  
*All Rights Reserved.*



Missouri Department of Labor and Industrial Relations  
Office of Public Affairs  
PO Box 1958  
Jefferson City, MO 65102-1958

*Return Service Requested*